

# FTD Deployment Failure from cdFMC Due to Interface

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## Issue

The cloud-delivered Firepower Management Center (cdFMC) fails to deploy configuration changes to the device. The deployment consistently fails at approximately 10% progress with this error message: "Deployment failed due to failure in generating configuration for device. If problem persists after retrying, contact Cisco TAC."

The issue was initially triggered when attempting to configure a Virtual Tunnel Interface (VTI) site-to-site VPN. However, rolling back the VPN configuration did not resolve the deployment failure, and only a specific device was affected while other managed devices continued to deploy successfully.

## Environment

- Cisco Secure Firewall 1140 (FPR1140) device running FTD version 7.4.2 managed by cdFMC 10.0.93
- Standalone cdFMC and FTD configurations
- VTI site-to-site VPN configuration and removal attempt that triggered the issue

## Resolution

The deployment failure was resolved by making a dummy edit to the management interface state between the cdFMC and the affected FTD device. This process involved unmerging and re-merging the FTD management interface from the cdFMC user interface.

## Troubleshooting Steps Performed

1: Analyzed the deployment history, preview, and deployment transcript to confirm the failure occurred during the configuration generation phase at approximately 10% progress.

```
=====FMC DEPLOY=====
DEVICE SNAPSHOT ERROR: "Deployment halted due to interface data inconsistency in Firewall Management Ce
SF::UMPD::Plugins::NGFWPolicy::Manager::populateDeviceSnapshot(<SF::UMPD::Snapshot>, <SF::UMPD::CSMDData
SF::UMPD::Plugin::execute("SF::UMPD::Plugins::NGFWPolicy::Manager", "populateDeviceSnapshot", <SF::UMPD
SF::UMPD::Framework::populateDeviceSnapshot("/var/cisco/umpd/51539718357/DC_policy_deployment.db", "/va
=====TRANSACTION INFO=====
Transaction ID: 51539718357
Device UUID:    UUID
Transaction ID: 51539718357
Selected policy group list: Prefilter Policy, Access Control Policy, NGFW Interface, NGFW Automatic App
```

2: Gathered troubleshooting and pigtail files from both the cdFMC and the affected FTD device to identify the root cause of the deployment failure.

```
Mar 25 17:26:14 CDFMC  mojo_server.pl[20297]: DEVICE SNAPSHOT ERROR: "Deployment halted due to interfac
Mar 25 17:26:14 CDFMC  mojo_server.pl[20297]: Deployment halted due to interface data inconsistency in
Mar 25 17:26:14 CDFMC  mojo_server.pl[20297]:          SF::UMPD::Plugins::NGFWPolicy::Manager::populateDev
Mar 25 17:26:14 CDFMC  mojo_server.pl[20297]:          SF::UMPD::Plugin::execute("SF::UMPD::Plugins::NGFWP
Mar 25 17:26:14 CDFMC  mojo_server.pl[20297]:          SF::UMPD::Framework::populateDeviceSnapshot("/var/c
```

3: Internal analysis identified anomalies tied to the FTD management interface state per defect Cisco bug ID CSCwt46144, which occurred after the software upgrade from 7.2.4 to 7.4.2.

## Resolution Steps

1: If the issue is with the management interface, confirm from the FTD CLI or cdFMC UI whether the FTD has a converged interface. If so, the management interface needs to be unmerged and re-merged as dummy edits are not possible on a converged interface.



**Note:** For any other interfaces which could cause this defect, the workaround is to deploy a 'dummy edit' for the specified interface.

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```
> show management-interface convergence
management-interface convergence
>
```

2: Access the cdFMC UI Devices > Device Management, and click Edit (edit icon) for your Firewall Threat

Defense, and unmerge the affected FTD device management interface to reset the device management state. For the Management interface, click Unmerge Management Interface (Unmerge Management Interface).

| Interface          | Logical Name | Type     | Security Zones | MAC Address (Active/Standby) | IP Address | Path Monitoring | Virtual Router |
|--------------------|--------------|----------|----------------|------------------------------|------------|-----------------|----------------|
| Management0/0      | management   | Physical |                |                              |            | Disabled        | Global         |
| GigabitEthernet0/0 | OUTSIDE      | Physical | OUTSIDE-ZONE   |                              |            | Disabled        | Global         |
| GigabitEthernet0/1 | INSIDE       | Physical | INSIDE-ZONE    |                              |            | Disabled        | Global         |

The interface is reverted to Diagnostic0/0.

| Interface          | Logical Name | Type     | Security Zones | MAC Address (Active/Standby) | IP Address                          | Path Monitoring | Virtual Router |
|--------------------|--------------|----------|----------------|------------------------------|-------------------------------------|-----------------|----------------|
| Diagnostic0/0      | diagnostic   | Physical |                |                              | 192.168.40.74/255.255.255.0(Stat... | Disabled        | Global         |
| GigabitEthernet0/0 |              | Physical |                |                              |                                     | Disabled        |                |
| GigabitEthernet0/1 |              | Physical |                |                              |                                     | Disabled        |                |

2: Re-merge the FTD management interface from the cdFMC user interface to resynchronize the device management state with the cdFMC.

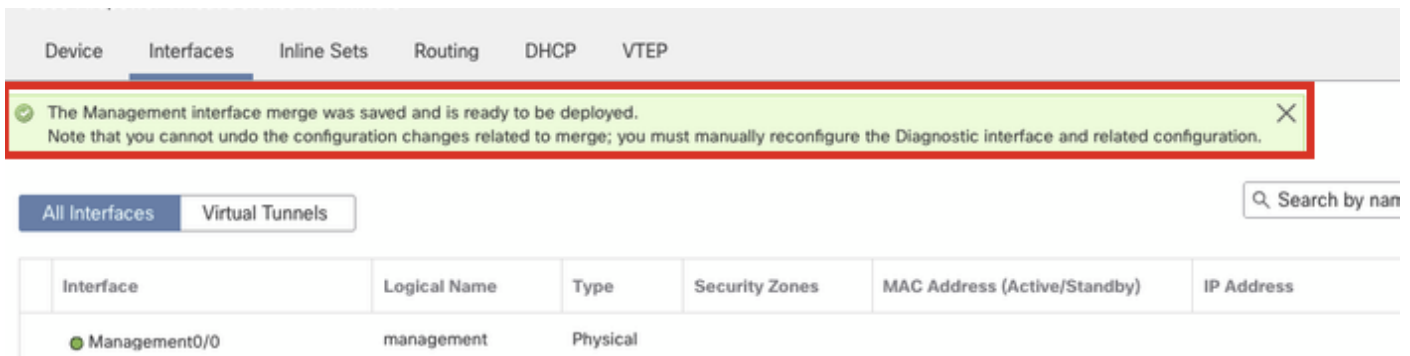
**Management Interface Merge**

- The management interface merge will be synced to the standby/data unit. The IP addresses shown in the "Review Uses" section shows the active unit's active address.
- After you click Proceed, IP address changes will be saved, and you cannot revert the management interface merge, even if you discard the deployment.
- Diagnostic interface static routing is no longer supported; you must delete the route before you can proceed. [Learn more](#)
- HA monitoring for diagnostic interface is not supported.

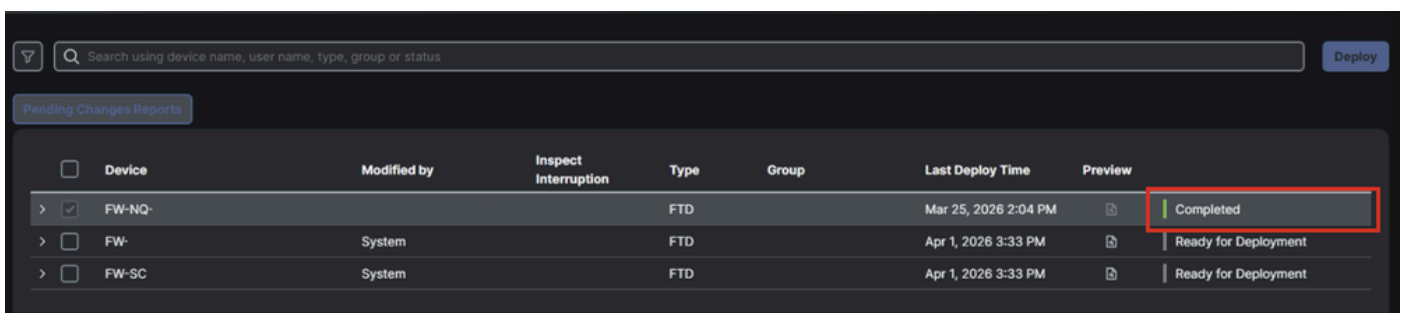
In this release, you can merge the Management and Diagnostic interfaces to use the single IP instead of two IP addresses. The merged interface will be called Management and use the current management IP address. You will need to update all external services that communicate with Diagnostic IP address. [Learn more](#)

**Proceed** **Cancel**

3: Execute a complete deployment of all pending configuration changes after the re-merge operation is completed.



4: Confirm that the deployment completes successfully without errors and that all configuration changes are properly applied to the FTD device.



## Cause

The issue was caused by Cisco bug ID CSCwt46144. A stale and inconsistent management interface state on the affected FTD device was introduced after the software upgrade from version 7.2.4 to 7.4.2. This inconsistency prevented the cdFMC from successfully building and pushing the device-specific configuration, resulting in early deployment failure during the configuration generation phase. The management interface state anomaly specifically affects the communication and synchronization between the cdFMC and the FTD device, causing the deployment process to fail before any configuration changes can be applied to the target device.

The defect is particular to cdFMC devices and is intended to be resolved in next 10.0.94 release of cdFMC.

## Related Content

- Cisco bug ID [CSCwt46144](#) - Policy Deployment failure at 10% with error - Deployment halted due to interface data inconsistency in Firewall Management Center
- [Configure the Merge of Management and Diagnostic Interface in FMC](#)

- [Cisco Technical Support & Downloads](#)